



Hearing Aid Dispensers Bureau

Do You Need to Buy a Hearing Aid?

CONSUMER INFORMATION SHEET 1

Before you make the important decision to buy a hearing aid, remember:

- Check with a doctor first to find out what kind of hearing loss you have.
- The Bureau must license any person that sells or fits hearing aids in California.
- The person selling you the hearing aid will help you select the correct hearing aid to meet your need, fit it, and teach you how to use it.
- Written on your hearing aid receipt should be: the date of sale; the make, serial number and model of the hearing aid; the business name, address and office hours; whether the aid is used; the license number of the dispenser selling the aid.
- A 30-day warranty must be provided on all hearing aids sold in California (Song-Beverly Consumer Warranty Act).
- You can return any hearing aid in California within 30 days for an adjustment or full refund if it is not working well for you.
- If you sign a contract in your home, federal regulations and state laws allow you to cancel it for any reason by midnight of the third business day after the day you signed the contract.

Buying the right hearing aid can make a big difference in your life. Each person's hearing needs differ and there are many prices and styles of hearing aids available.

If you have a complaint:

- You can call the Department's Consumer Information Center at 1-800-952-5210 for a complaint form, or you can visit the DCA Web site at www.dca.ca.gov and submit your complaint online.

Hearing Aid Dispensers Bureau
1625 North Market Blvd., Suite S-209, Sacramento, CA 95834
1-800-952-5210 TDD 916-322-1700